

Customer considerations for using Office Communicator

What accessories?

In order to access voice and video conferencing in Office Communicator the customer's computer or laptop will require voice and video capabilities. This will be in the form of a sound card and/or mic and a web cam which the customer will be required to provide. It is the responsibility of the customer to ensure that these are in place.

Customer Pre-requisites

Prior to placing an order the customer will receive an email outlining the pre-requisites required in order to get the most out of the Office Communicator service. This will also include the presales email address so they can have the opportunity to check their own pre-requisite requirements with the Pre Sales Support team prior to an order actually being placed. This email address is presales@outsourcery.co.uk

If the pre-requisites are not met then Outsourcery cannot guarantee the quality of any of the features of Office Communicator.

How will the customer access Office Communicator?

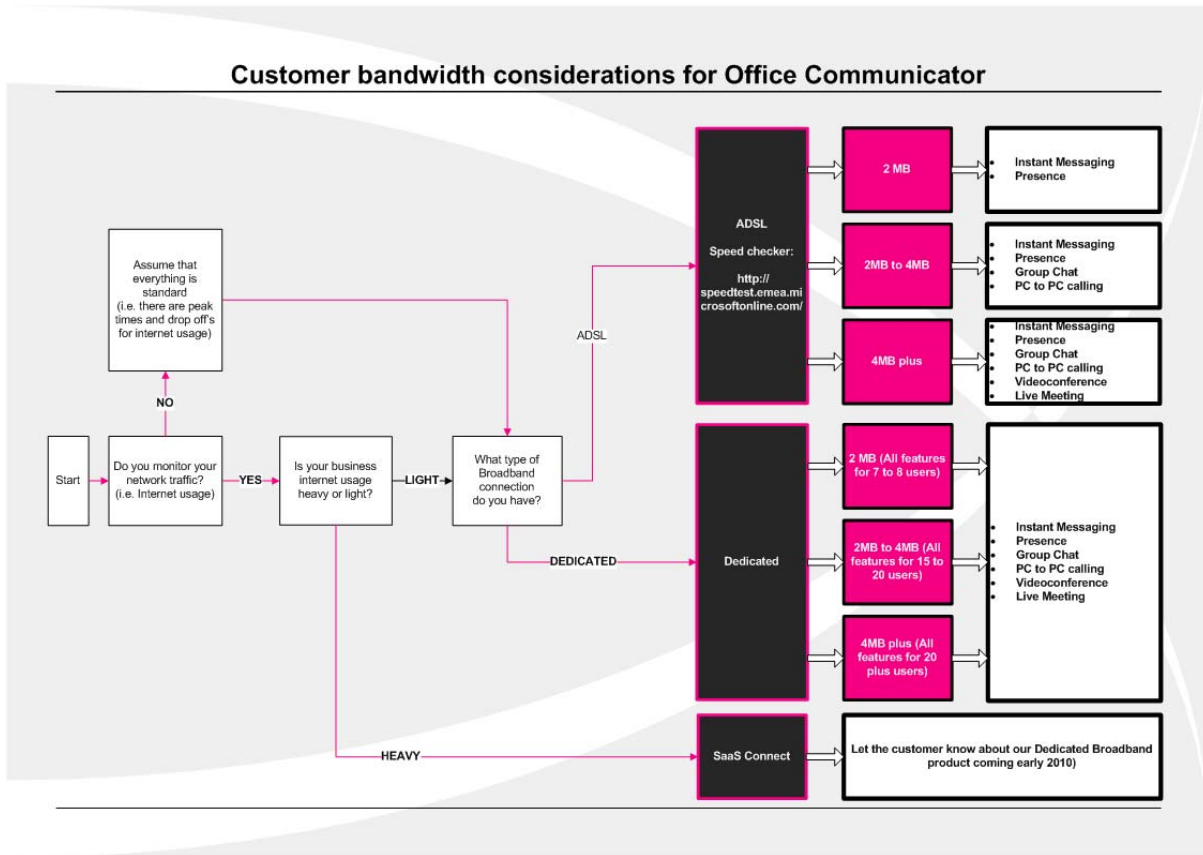
When the customer has placed an order for Office Communicator they will receive an email with a link to download the deployment guide. Within the deployment guide there are instructions to download the clients and also set up users in the control panel. The required clients are:

- Client for Office Communicator to be loaded onto the customers desktop so that the icon appears on their desktop to access the service
- Client for Outlook – to integrate Outlook with things like enhanced presence, so it will monitor the calendar in outlook
- Client for the Office Communicator Live Meeting – Adds Live Meeting capabilities into Outlook so the customer can click on a button to schedule a live meeting, meet now etc
- Client for Mobile – go to Microsoft site (www.getcomo.com) to download mobile clients for Symbian and Windows mobile operating systems.

Network and Bandwidth considerations

A high quality connection with large enough bandwidth to carry data, voice and video is required. If the connectivity is not sufficient this can affect the quality of experience. Please be aware that video conferencing in particular has very heavy usage of bandwidth.

Bandwidth requirements differ from customer to customer dependant on the number of users and what else they are using the bandwidth for. The below is to be used as a guideline and if the customer is unsure then they should contact the Pre-Sales team for further advice :



Router and Firewall Restrictions:

Router and firewall restrictions need to be removed to allow voice and video conferencing to travel across the data connection. Certain ports will need to be opened:

Component (server role or client)	Port	Protocol	Notes
Communicator Web Access Server	443	HTTPS	HTTP over TLS or SSL
Office Communicator	5060	TCP (SIP)	Used by Office Communicator for SIP communications internally
Office Communicator	5061	TCP (SIP)	Used by Office Communicator for SIP communications internally and for SIP/MTLS authentication of A/V users. Communication flow outbound through the internal firewall

Customer Pre-requisites

Office Communicator	443	TCP (HTTP)	Used by Communcator clients connecting from outside the intranet for SIP connections
Office Communicator	1024-65535	UDP/TCP	Port range used for inbound and outbound media transfer through the external firewall
Office Communicator	6891-6901	TCP	Port range used by Office Communicator for file transfer
Live Meeting 2007 Client	443	TCP	Used by Live Meeting 2007 clients connecting from outside the intranet for: SIP traffic sent to the Access Edge Server PSOM traffic sent to the Web Conferencing Edge Server
Live Meeting 2007 Client	8057	TCP	Used for outgoing PSOM traffic sent to the Web Conferencing Server
Live Meeting 2007 Client	5061	TCP	Used for SIP/TLS communication between Live Meeting and the Front End Servers or the Access Edge Servers and for SIP/MTLS authentication of A/V users. Communications flow outbound through the internal firewall
Live Meeting 2007 Client	1024-65535	UDP/TCP	Port range used for inbound and outbound media transfer through the external firewall
Live Meeting 2007 Client	6891-6901	TCP	Port ranged used by Live Meeting for file transfer
2007 R2 version of Communicator mobile	5060	TCP (SIP)	Port ranged used by Communicator Mobile for SIP communications internally
2007 R2 version of Communicator mobile	5061	TCP (SIP)	Port ranged used by Communicator Mobile for SIP over TLS communications internally
2007 R2 version of Communicator mobile	443	TCP (HTTP)	Used by Communicator Mobile for connecting from

Customer Pre-requisites

			outside the intranet for SIP communications
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There may also be restrictions with sending attachments via instant messaging if the ' firewall restricts the sending of documents carrying URL's etc.

The customer will need to check with their Internet Service Provider to ensure this service is supported

There are a number of network connectivity checkers available via the internet or if in doubt the customer can contact our Pre-Sales Support team for assistance.

Example bandwidth checkers via the internet:

<http://theucguy.wordpress.com/2008/10/13/ocs-2007-audiovideo-bandwidth-calculation/>

<http://speedtest.emea.microsoftonline.com/>

PC and Laptop Requirements

To use Office Communicator we recommend:

Component	Requirement
Computer and processor	500 megahertz (MHz) processor or higher for voice, 1 gigahertz (GHz) or higher for video, 1.8 GHz or higher for Microsoft Office RoundTable communications and archival system
Memory	512 megabyte (MB) RAM or higher
Install Space	1.5MB
Display	Recommended: Super VGA 1024x768 or higher Required: Super VGA 800x600
Operating System	Windows Vista 32-bit operating system Microsoft Windows XP Professional with Service Pack (SP) 2 Windows 2000 Professional with Service Pack 4 (requires Microsoft Windows Media technologies player, version 9, and Microsoft Windows Installer, version 3.0 or later)
Telephony	Sound Card, speaker and computer microphone
Video	Video/Web cam
Video Memory	Video card with 64 MB of RAM (video RAM or VRAM) and Microsoft DirectX application programming interface

Bandwidth Requirements	56kbps for data, 80 kbps for voice (50 kbps min), 350 kbps for video (50 kbps min), 700 kbps for Office Roundtable (100 kbps min) ¹
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¹The required and recommended bandwidth speeds are cumulative. For example, if you want to use voice, webcam, and Live Meeting, the minimum bandwidth would be 50+50+50=150 kbps

Email Platforms

Outlook is our recommended email platform to integrate with Office Communicator. The Outlook Office Communicator client provides full integration with enhanced presence linked to the calendar and Live Meeting buttons to schedule in the future also in the calendar.

Office Communicator could work without Outlook, however the customer would only benefit from Instant Messaging, standard presence (e.g not monitoring of the calendar to say you are in a meeting), voice and video conferencing. Live Meeting could work but not the scheduling.

Any integration with any other email platform or client has not been tested in any way by Outsourcery and is therefore unsupported at this time.

Compatibility


Office Communicator will work with Microsoft Office 2003, although there is a higher level of integration and an improved user experience using Office Communicator 2007 and the 2007 Microsoft Office system.

Web Client

For use of the web client we recommend Internet Explorer 7.0 or above.

Using Office Communicator with on-premise Exchange

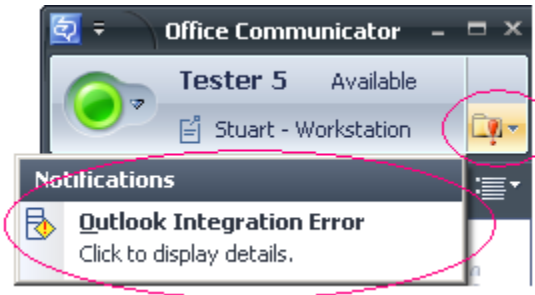
The customer does not need to take our Hosted Exchange product to integrate with Office Communicator. Customers can have their own on-premise Exchange with Outlook and Office Communicator will still work in the same way. However the name in Outlook must match the name in Office Communicator otherwise errors will be displayed in the Office Communicator client and if this is the case and it will not look tidy:

There will be a permanent exclamation mark in the Office Communicator application icon 

Example: If on-premise user name is john.smith@outsourcery.co.uk

The user name in Office Communicator must match this. The password should also match.

There will also be a permanent folder with an exclamation mark displayed on the Office Communicator client. When selected and “Outlook Integration Error” will be displayed:



Using a Mac with Office Communicator

Use of Office Communicator on a Mac is unsupported at this time until full testing is complete.

Using a mobile device with Office Communicator

What is Communicator Mobile?

Communicator Mobile gives you the presence and instant messaging capabilities of Office Communicator on your mobile device.

What platforms does Communicator Mobile support?

Communicator Mobile for Windows Mobile runs on any Windows phone that is running either Windows Mobile 6.0, 6.1 or 6.5.

Communicator Mobile for Java runs on Nokia S40 and Motorola Razr V3xx phones capable of running Java applications.

See www.getcomo.com to check further

BlackBerry is not supported at this time